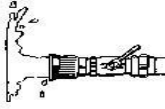


PHOENIX FIRE DEPARTMENT

FIRE FITFACTS



Be Nice

Prevent Harm

Survive



Principles of Success: Managing Your Anger

"To hold a grudge is like getting stung to death by one bee."

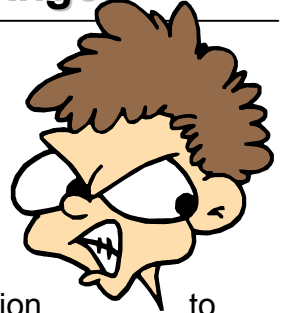
The Neutral Technique

By HeartMath

- ◆ Neutral is the "time out" zone.
- ◆ Neutral is where you go to "chill out".
- ◆ Neutral is the place your solid-self can talk to your disturbed-self.
- ◆ Neutral is an inner-attitude where you disengage your out of control self to take time to consider the consequences.

The next time you feel your anger building, and you want to act on this anger, picture yourself putting yourself into neutral and replacing your negative emotions with positive ones. To do this you must focus on the feelings of the positive emotions, not just the thoughts. This takes practice but it can be done.

Anger is a natural human emotion. It can have a wide range of expression with increasing intensity – from frustration, to moderate anger, to hostility, and then rage or violence.



Everyday the Phoenix Fire Department sees the results of anger that has gotten out of control. Road rage, drive-by shootings, assaults, child abuse, or even arson are all examples of how un-managed anger gets acted out. The tragedy is that the results of losing control for 5 minutes will last a lifetime – for the victim, for the attacker, and for the families.

The problem is not anger — the problem is not understanding what is beneath anger and not knowing how to manage those emotions. Anger can indicate that you have stressful emotions stacked up inside. It can be hiding or protecting deeper feelings of fear, depression, guilt, hurt, disappointment, embarrassment, or jealousy. Anger can accumulate, it blocks your ability to think clearly, it can become a habit and it can make you physically ill.

Learning how to recognize the feelings that lead to anger, how to prevent anger from accumulating, and how to keep anger from negatively affecting you is critical. Regular exercise, good communication skills, the neutral technique, and practice can help you manage your anger before it manages you.

